



TRICARE Northwest

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1 February 2000
Volume 2, Issue 6

Claypoole Selected WA Pharmacy Technician of the Year

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SFC Elihue Claypoole, non-commissioned officer-in-charge, Department of Pharmacy, was selected to be the 1999 Washington State "Pharmacy Technician of the Year" by the Wash-

ington State Society of Health Systems Pharmacists (WSSHP). Several pharmacy technicians, civilian and military, from the state of Washington were nominated for the prestigious award, but it was Claypoole who made the best impression.

A 1994 graduate of Columbia College in Missouri, Claypoole arrived at Madigan Army Medical Center in September 1997. In the short time that he has been assigned to the De-

partment, he has been chosen "Pharmacy Technician of the Year" for Puget Sound WSSHP, and continues to impress his superiors.

According to COL Allen Almquist, chief, Pharmacy Department, Claypoole consistently displays superb leadership skills.

"SFC Claypoole is a well-rounded NCO who is proficient in pharmacy as well as military skills. I am so impressed with his leadership in the

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PA&E Has Moved

The Madigan Clinical Program Analysis and Evaluation Division (formerly Managed Care Division) has moved. The division has moved from the ground floor of the Medical Mall to the 2nd floor, across the hallway from the Madigan TRICARE Service Center. All division phone numbers will remain the same.

TDP to Launch Continuous Open Enrollment Demo

Navy Wire Service

The Uniformed Services Family Health Plan (USFHP), a TRICARE option available to families of active duty military, retirees and their eligible family members in seven service areas across the U.S. will be-

gin an open enrollment demonstration program this year in three of its seven service areas.

Under the demonstration program, eligible military retirees and their families living in the Boston, Seattle and New

York service areas will be eligible to enroll in USFHP at any time throughout the year. The not-for-profit civilian healthcare networks, known as TRICARE Designated Providers

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Claypoole Selected WA Pharmacy Technician of the Year Cont'd

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Pharmacy that I am not looking forward to his retirement,” Almquist said. “In the two years that Claypoole has been here, he has worked on numerous projects. Most notably was his design and mastery of the Pharmacy’s inter- and intra-net web page, where patients can get their refills via the internet,” said Almquist. “He is also the officer-in-charge of the M-16 Zero Range. He developed the idea of a voice chip for the Pharmacy ticket machine that reminds patients to have their identification card ready, and was elected to sit in the Technician Chair position for the Washington State Society of Health-Systems Pharmacists.” Claypoole said that he was very surprised when he was informed that he had been selected for the award.

“I was notified about the award and invited to attend the awards ceremony held in December 1999. Unfortunately, I was unable to go because my granddaughter was in the emergency room,” he explained. “The next day, however, I was presented the award at a Pharmacy function.” Although he continues to receive accolades from his superiors, the southern California native says that the credit for his success is due to the great people in his department and the opportunities that are available to military pharmacy technicians.

“I owe a lot of my success to the other pharmacy technicians that I work with and COL Almquist,” he said. “All pharmacy technicians have different strengths and I’m able to draw on those strengths. It’s a team effort.”

Over the years, military pharmacy technicians have routinely been rated high in the profession of pharmacy. Prior to being assigned as a pharmacy technician at a military treatment facility, soldiers must first attend 18 weeks of intensive training at the Army Medical Department’s Center and School at Fort Sam Houston in San Antonio, Texas. Once assigned to a MTF, Almquist said they receive incredible amounts of responsibility. “Military pharmacy technicians are afforded a unique opportunity,” Claypoole said. “We have much more responsibility than our civilian counterparts. Not only do we dispense medications to patients, but we also provide drug counseling. We continue to maintain the best waiting times while never losing sight of why we’re here.” When offering advice to younger soldiers, Claypoole stressed two key points he believes are crucial to a soldier’s success.

“Education is very important. Soldiers must be prepared for future career advancement and the inevitable transition to civilian life. A degree makes a person

marketable,” Claypoole said.

“Another thing is that soldiers should not think it is the end of the world when they make a mistake. It’s not the end of a career. Keep going and learn from your mistakes.”

As he nears the end of more than 20 years of military service, Claypoole said that he could not have accomplished any of it without the good Lord, his wife, Wendy, and the support from his supervisors. “Working under COL Almquist and LTC Edward Torkilson, has afforded me great opportunities in one of the best pharmacies in the Army.

He also added that he will certainly miss everything that comes with being in a leadership position. “There is nothing more satisfying than mentoring young soldiers and providing customer service to people in need.”



TDP to Launch Continuous Open Enrollment Demo Cont'd

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(TDP), administering the USFHP in these service areas are:

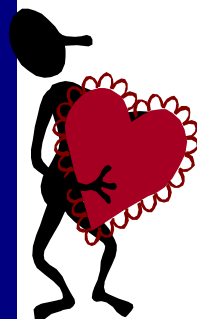
- Brighton Marine Health Center, MA and RI.
- PACMED Clinics, Seattle, WA.
- Sisters of Charity Medical Center, NY, NJ and Southern Connecticut.

Prior to the demonstration program, eligible retirees and their families could enroll in USFHP only during a month-long annual open enrollment period. Family members of active duty military have always been able to enroll in USFHP at any time. USFHP is the only TRICARE option that is open to military beneficiaries aged 65 and older.

"The USFHP open enrollment demonstration program adds an important element of choice in health care services for military retirees and their families," said David Chicoine, program director for USFHP at the Brighton Marine Health Center in Boston, Mass. "USFHP offers eligible beneficiaries the choice of receiving their health care services from a local network of quality providers and the choice of not having to file claim forms since costs, after a small co-pay, are included in the plan."

Congress authorized the Open Enrollment Demonstration Program as part of the National De-

fense Authorization Act for FY00. The Secretary of Defense is required to submit a report to Congress by March 15, 2001 that evaluates the benefits of the open enrollment program to beneficiaries and provides a recom-



mendation on whether to authorize open enrollment in all USFHP programs on a permanent basis.

Unless Congress decides to extend the demonstration or make open enrollment a permanent feature of USFHP, the demonstration is scheduled to end on September 30, 2001.

Under the demonstration program, four of the seven TDPs will continue to invite eligible retirees and their families to enroll in USFHP during a month-long open enrollment season. Eligible beneficiaries living in the Houston, Cleveland, Baltimore and Portland, Maine service areas will be able to enroll in USFHP during the following dates.

- February 1-29, USFHP at CHRISTUS Health, Houston, Texas
- March 1-31, USFHP at Fairview Health System/Cleveland Clinic, Cleveland, Ohio
- April 1-30, USFHP at Johns Hopkins Medical Services,

Baltimore, Md.

- April 1-30, USFHP at Martin's Point Health Care, Portland, Maine

"Member satisfaction with USFHP has surpassed the national satisfaction average for all commercially-managed care plans in each of the last six years," Chicoine added.

According to a 1999 survey of USFHP Enrollee Satisfaction conducted by Market Street Research (MSR), more than 87 percent of members surveyed rated the USFHP plan an eight or higher on a 10-point scale. In addition, more than 83 percent of the members surveyed rated their USFHP primary care provider an eight or higher on a 10-point scale. These high satisfaction rates are attributable to many factors including:

- The high quality of care received by beneficiaries.
- Care that is administered by providers of care as opposed to insurers.
- A community-based delivery system that is locally managed and controlled.
- No filling out or filing of claim forms or waiting for reimbursement since costs of services, after a small copay, are included in the plan.

Member loyalty is also high among USFHP members. The most recent survey revealed that nearly 9 in 10 members would recommend the USFHP to their

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POU Streamlines Supply System

Glen Space, POU Systems Administrator

On November 15, 1999 Madigan Army Medical Center's Commander, BG Mack Hill, cut the ceremonial ribbon, inaugurating Madigan's new supply system called Point of Use (POU).

Visiting dignitaries were Randall Lipps, Chairman of Omni-Cell.com, Alan McAdams, CEO of McAdams Technologies and Dana Baker, Chief of Logistics at the U.S. Army Medical Command.

The POU is a supply and pharmaceutical delivery system consisting of dispensing cabinets located in ward and clinic work areas and supply rooms. The POU is integrated with Madigan's central inventory management system and patient management database. POU enables a health care provider to quickly acquire supplies or pharmaceuticals while recording the user's identity, the patient for whom supplies are required, and quan-

tity withdrawn from the cabinet. Supply and pharmaceutical use is then transmitted to the central inventory management system, which triggers replenishment of the cabinet, and captures expenditure data. User activities are provided with real-time data regarding current inventory, patient supply costs, provider usage and overall costs. Replenishment of the supplies is performed daily, requiring supply rooms to stock fewer quantities and therefore lowering inventory overhead. The POU is primarily a Nursing System. The supplies were arranged and initially stocked by the Madigan nursing personnel.

Madigan is not the first Medical Center to get and use POU. Currently it is also in use at Eisenhower Army Medical Center (AMC), Brooke AMC, Walter Reed AMC and Fort Carson MEDDAC, and is scheduled to

be installed at both Tripler AMC in Hawaii and the new Womack AMC at Fort Bragg.

Implementation of the POU at Madigan is broken into two phases. Phase one comprises mostly inpatient Ward areas in the nursing tower, plus the Intensive Care Units, Catheterization laboratory and Angio-plasty. Phase two, when funded this year, will outfit the Operating Rooms and Clinics with POU. Glenn Space, of McAdams Technologies, is the System Administrator for the POU and has an office at Madigan.

Mr. Space heads a POU Implementation Team comprised of personnel from the Directorate of Nursing, Information Management, Pharmacy, and the Facilities and Logistics Divisions. His office is located in Madigan's Logistics Division Tri-Service Regional Business Office.

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friends or family members.

For more information about the Department of Defense-sponsored USFHP health care program, call 1-888-25-USFHP or visit our web site at www.usfhp.org.

Since 1981, USFHP has been providing care to the military community through seven not-

for-profit civilian health care networks formerly known as the Uniformed Services Treatment Facilities (USTFs). In 1998, TRICARE replaced CHAMPUS and USTFs became TRICARE Designated Providers. USFHP offers members all the benefits of TRICARE Prime coverage. Unlike TRICARE Prime, USFHP offers enrollment and health care

to beneficiaries aged 65 and older. Based on the principles of managed care, USFHP operates like a health maintenance organization (HMO) and provides comprehensive coverage at a lower cost than either the TRICARE Standard or TRICARE Extra options.